

ABSTRACT OF THE DISCLOSURE

A system and method for servicing an aircraft provide increased efficiency and reliability. The method includes the step of providing a knowledge base of reusable solutions for the aircraft. An incoming message is received, where the incoming message characterizes a technical issue relating to the aircraft. The method further provides for generating an outgoing message in accordance with one or more of the reusable solutions in the knowledge base in response to the incoming message such that the outgoing address the technical issue.